



**Investor Contact:**  
Richard E. Fish  
Chief Financial Officer, Deltacom  
256-382-3827  
[richard.fish@deltacom.com](mailto:richard.fish@deltacom.com)

**Media Contact:**  
Lisa Powell  
Director Corporate Communications, Deltacom  
256-382-5976  
[lisa.powell@deltacom.com](mailto:lisa.powell@deltacom.com)

**FOR IMMEDIATE RELEASE – FINAL**

**Community Coordinated Care for Children Serves Florida with Deltacom Call Center Solution**

**Huntsville, Ala., Sept. 21, 2009** – ITC^DeltaCom, Inc. (OTC: ITCD.OB), a leading provider of integrated communications services to customers in the southeastern United States, today announced that it has expanded its relationship with Community Coordinated Care for Children (4C) of Florida, a private, non-profit organization providing comprehensive, early learning services to residents of central and southwest Florida.

Under the multi-year agreement, Deltacom will continue providing PRI voice, Internet Access and MPLS services as well as PBX equipment and maintenance for 4C's local offices. Deltacom will also deploy a new enhanced call center solution at 4C's Orlando, FL location, supporting a number of features including enhanced call routing, outbound callback and agent web chat. The enhanced capabilities of the centralized call center will enable greater accessibility and improved response times for families and care providers who utilize the agency's many resources. 4C also plans to offer the call center capabilities as an outsource solution for similar Florida agencies.

"Deltacom began its relationship with 4C nearly two years ago by providing PRI and Internet connectivity to several of the agency's local offices," said Tony Tomae, Deltacom's Executive Vice President of Sales and Marketing. "Through continued collaboration with 4C that relationship has flourished, and together we have been able to cultivate a comprehensive solution that will support the agency's continued growth for years to come."

The ability to track inquiries and services provided is a critical element of 4C's business plan. Deltacom's new call center solution will enable reporting to help 4C retain its grants and secure additional funding for the development, coordination and growth of its programs.

"Our agency is committed to strengthening communities and families," said Joe Alberts, 4C's Director of IT. "By leveraging new technology through Deltacom's call center and networking solution, we are able to more efficiently deliver on that mission and in turn continue to expand our programs to help additional families and children across Florida."

**ABOUT ITC^DELTACOM, INC.**

ITC^DeltaCom, Inc., headquartered in Huntsville, Alabama, provides, through its operating subsidiaries, integrated telecommunications and technology services to businesses and other communications providers in the southeastern United States. ITC^DeltaCom has a fiber optic network spanning approximately 15,965 route miles, including more than 12,020 route miles of owned fiber, and offers a comprehensive suite of voice and data communications services, including local, long distance, broadband data, Internet connectivity, wireless voice and data services, and customer premise equipment. ITC^DeltaCom is one of the largest competitive telecommunications

providers in its primary eight-state region. For more information, visit ITC^DeltaCom's web site at [www.deltacom.com](http://www.deltacom.com).

ABOUT Community Coordinated Care for Children

For 40 years, Community Coordinated Care for Children, Inc. (4C) has been Florida's most trusted resource for families and children. The first Child Care Resource & Referral Agency (CCR&R) in the nation to be accredited by the Council on Accreditation (COA), 4C's mission is "To empower the community to provide for its future through developing, coordinating and strengthening programs that care for children." Founded in 1969, 4C is a private, non-profit organization that provides comprehensive services to the residents of Brevard, Collier, Glades, Hendry, Lee, Orange, Osceola, and Seminole Counties. For more information, visit 4C's web site at [www.4cflorida.org](http://www.4cflorida.org).

###